

**Enterprise Service Desk / Enterprise Service Request System (ESD/ESRS)
System Concept Review (SCR)**

Minutes

**May 22, 2009
1:00 PM to 2:00 PM EDT**

Attendees:

Michael Hecker, Assoc. CIO / A&O (HQ)
John Sprague, Program Executive for User Services (HQ)
Cliff Ward, SIM / EA (HQ)
Will Peters, EA (HQ)
Vicky Essick, Indyne (HQ)
Ken Newton, Deputy Director, Service Delivery Directorate (NSSC)
Terry Jackson, Deputy Director, B&A (NSSC)
Paul Rydeen, Project Manager (NSSC), Chair
Mary Ann Bents, observer (GSFC)
Barbara Patala, observer (GSFC)

Conf Call Dial-in # 866-506-1079, Participant Code 8597865

Documents posted at:

https://portal.nasa.gov/sites/nasa_cio/ArchitectureInfrastructure/Shared%20Documents/Forms/AllItems.aspx?RootFolder=%2fsites%2fnasa_cio%2fArchitectureInfrastructure%2fShared%20Documents%2fPROGRAM%20INFORMATION%2fI3P%2fESD%20ESRS&View={AB12503F-269F-4EEF-A2D9-420E2D0C8434}

1. **Opening Remarks.** Paul opened the meeting with some introductory comments. He noted that although the SCR is an optional review per NPR 7120.7, the NSSC is committed to holding all reviews outlined in the policy. The SCR was attended by government employees and contractor employees with an NDA in place, due to the fact that the Formulation Authorization Document (FAD) and the Program Commitment Agreement (PCA) contain sensitive information such as government cost estimates and staffing projections. The minutes will not contain such information as they will be posted on the I3P web site. The NSSC's service provider, CSC, will support the next review (System Requirements Review [SRR]) in July.

Documents for this review have been posted to the OCIO's SharePoint, whether in their final form or not. Paul also posted the agenda and a "crosswalk" mapping out the NPR 7120.7 requirements to the documents that fulfill those requirements,

along with a current status of each at the time of the review. The approved minutes will also be posted.

GSFC had two observers present at the call. Mary Ann Bents has been tasked with consolidating existing help desks at GSFC, so she asked to observe our process as we stand up the ESD. Joining her was Barbara Patala.

2. **Formulation Authorization Document (FAD).**

- a. **Signed FAD.** If an SCR is held, NPR 7120.7 requires the FAD be signed in order to pass the review. The FAD has been completed and is currently under review by the OCIO. John Sprague and Mike Hecker have both reviewed it; it is currently being reviewed by Bobby German, Acting CIO. Mike directed John to bring the FAD, the PCA, and the minutes of this meeting to the ITPMB on June 25, 2009. After the ITMB gives their concurrence, Mike will sign the FAD and the PCA. Note the ITPMB review is for concurrence only rather than for soliciting comments or changes on the documents. John will send Paul notification of successful completion of the SCR by e-mail or memorandum after Mike signs the FAD.
- b. **Preliminary Security Categorizations.** The Preliminary Security Categorizations required by NPR 7120.7 are contained in section 6.0 of the FAD. These were prepared by Paul in accordance with NIST SP 800-30 and FIPS 199. The group accepted them as submitted.
- c. **Goals & Objectives.** Goals & Objectives for the ESD/ESRS are in section 3.0 of the FAD. These are high-level bullets taken from the ESD/ESRS scope approved by the ITMB on Feb. 3, 2009.

3. **ISSO Designation.** NPR 7120.7 suggests that an Information Systems Security Official (ISSO) be named as part of the SCR activities. It is not a requirement at this stage. NSSC CIO Ken Griffey signed a memorandum on May 8, 2009 designating Dave Epperson as the ISSO for the ESD/ESRS. Dave is the IT Security Manager (ITSM) for the NSSC. Once CSC is fully engaged in project support, they may name an ISSO from their own staff to replace Dave's preliminary designation. Having the ISSO and ITSM as separate individuals will allow for additional synergy during the process.

4. **Preliminary System Concept.** The preliminary system concept is documented in the Concept of Operations (CONOPS). The CONOPS was posted to the I3P web site April 16, 2009, along with the group of documents that were provided to CSC on April 15 as part of the RFP for the ESD/ESRS. The document was considered complete at that time, in that it captures the concept of the ESD/ESRS. However, after review by the SCR participants the decision was made to keep it updated as the project proceeds. Mary Ann noted that the ITIL processes documented in the CONOPS don't match the final implementation plan decided upon by the OCIO. Specifically, Request Fulfillment is missing from the CONOPS. Additionally, Cliff and Will have several comments to discuss off-line with Paul. Paul will get

with Cliff and Will and update the CONOPS accordingly. It will be shared via SharePoint and the I3P web site.

5. **EA Assessment.** Paul prepared the assessment based on a relevant extract from the Cross-Functional Performance Work Statement (CF-PWS). Cliff reviewed the extract with Paul prior to the meeting and provided updates. The group accepted the assessment as written.
6. **Preliminary IT Security Risk Assessment.** Paul presented the preliminary IT Security Risk Assessment. The assessment is based on the current assessment in place at the NSSC for its server room. Since the ESD/ESRS hardware will be housed in the same server room, the assessment was well-suited for this purpose. The document was updated with the assistance of the NSSC's ITSM. Once CSC begins project work, they will take ownership of this document and carry it to completion.
7. **Analysis of Alternatives (AOA).** Paul prepared a slide deck based on information presented to the ITMB on Oct. 10, 2008. Three alternatives were presented at that time, and the ESD/ESRS was selected as the best alternative of the three. The AOA is presented here to document that fact in the project files.
8. **Baseline work agreements.** There are no baseline work agreements to present at this time, as CSC has not yet been awarded the contract modification for the ESD/ESRS. In addition to CSC, there will also be work agreements with the I3P contractors, once the five contracts are awarded next year.
9. **Preliminary Program Requirements on the Project.** Paul spoke with Vicky prior to the call and verified that the PCA meets the NPR 7120.7 requirement to document the preliminary program requirements. During the call she advised that the PCA be kept current as the project progresses; it should be attached to the Project Plan to document program requirements throughout the life of the project. The Project Plan will be required at the next review.

Vicky suggested that we add the top three or four risks related to installation to the Project Plan before we hold the SRR. Current risks in the draft Project Plan relate to schedule only. (The draft Project Plan was not a part of the SCR. Paul sent an unfinished copy to John in advance of the SRR.)

Vicky also asked that Paul continue the practice of creating the "crosswalk" for each review. This is not in NPR 7120.7 but it works well to capture the requirements for each review in one place.

The PCA (as well as the Performance Work Statement [PWS]) divides the project into two phases. Phase 1 is to stand up the ESD/ESRS to provide TIER 0/1 support and a service request system for the I3P contracts. This is the scope of the current RFP. Phase 2 states the government's intent to add center-specific

support and service ordering once the ESD/ESRS is stood up and stabilized. Vicky suggested we add a Phase 3 as well. Phase 3 will bring in Headquarters, NEACC, etc. (i.e. non-I3P and non-center-specific functions).

The status of the PCA is the same as the FAD. (See paragraph 2.a. above.) Since the SCR only asks for *preliminary* requirements, the PCA does not have to be signed to meet this requirement. However, the NSSC feels both the FAD and the PCA are at the same level of completion and look forward to seeing both of them signed once John meets with the ITPMB on June 25, 2009.

10. **Certification that the project is ready to transition to the next phase.** The certification was written as a draft memo by Paul to be signed once the FAD is signed. Status is currently pending. Per Mike, the SCR's success will come as a recommendation from John to Bobby German, for Bobby's approval.
11. **Key Decision Point A (KDP-A).** KDP-A will be informal, per Mike. John is the only "voting" member of the SCR. ITMB concurrence is all that will be necessary to pass the review.
12. **Open Discussion.** John solicited questions from our GSFC observers. Mary Ann raised a question about the importance of change management during the I3P process. Cliff informed her that the SIM had the lead role in that regard. Also, future reviews will include a Communications Plan.

Mary Ann asked if center representatives would be invited to participate in future reviews. Mike asked that John and Paul work this issue.

13. **Closing Remarks.** All items presented for the review were discussed by the group. Follow-up actions are as follows. In order to pass the review, the FAD must be signed by the OCIO. John will brief the ITPMB on June 25, 2009. Once that concurrence is received, Mike and John will sign the FAD. Once the FAD is signed, Paul will sign the certification that the project is ready to transition to the next phase, and John will issue a memorandum or e-mail documenting successful completion of the SCR.

Paul will follow up with Cliff and Will to update the CONOPS. This update is not required prior to passing the review. Paul will also add the proposed Phase 3 to the next version of the PCA (prior to the SRR). The revised PCA and CONOPS will be uploaded to SharePoint, and the revised CONOPS will be posted at the I3P web site.

The next review is the SRR, currently targeted for July 15. John asked that we move that to July 22 to avoid a scheduling conflict. Paul will update the schedule and distribute it via SharePoint and the I3P web site.

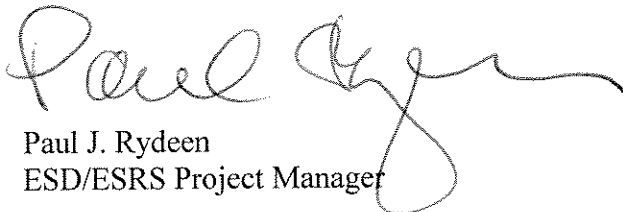
The meeting adjourned at 2:00 PM EDT.

Action #1 – Assigned to OCIO/John Sprague - In order to pass the review, the FAD must be signed by the OCIO. John will brief the ITPMB on Jun 25, 2009. Once that briefing has been held, Mike and John will sign the FAD. Following the FAD signature, a “certification memo” indicating that the project is ready to transition to the next phase will be signed by Paul Rydeen and approved by John Sprague documenting successful completion of the SCR.

Action #2 – Assigned to NSSC/ Paul Rydeen - Paul will follow up with Cliff and Will to update the CONOPS to include ESRS details. This update is not required prior to passing the review. Paul will also add the proposed Phase 3 to the next version of the PCA (prior to the SRR). The revised PCA and CONOPS will be uploaded to SharePoint, and the revised CONOPS will be posted at the I3P web site.

Action #3 – Assigned to NSSC/ Paul Rydeen & John Sprague – Schedule the next 7120.7 review – System Requirements Review (SRR). The next review is the SRR, currently targeted for July 15. John asked that we move that to July 24 to avoid a scheduling conflict. Paul will update the schedule and distribute it via SharePoint and the I3P web site.

Action #4 – Assigned to NSSC/ Paul Rydeen – Post SCR minutes to I3P website and OCIO SharePoint.

 7-14-09

Paul J. Rydeen
ESD/ESRS Project Manager